

Summary

Noteworthy increase in ex officio enquiries during 2007

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STATISTICS

Noteworthy rise in the number of ex officio enquiries in 2007

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Complaint processing status at the end of 2007

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2,857 collective complaints

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262 Ex officio complaints

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72 recommendations and 69 suggestions admitted

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156 recommendations, 204 suggestions

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Appeals of Unconstitutionality

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Administrations that failed to comply or have shown noteworthy delays in responding to the Ombudsman's investigation requirements

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Management summary

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SUPERVISION OF PUBLIC ADMINISTRATION

Justice

Delays in judicial proceedings continue to occur, although noteworthy improvements have been observed in Administration of Justice and the Supreme Court

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Prisons

At 67,357 inmates, the prison population reached an all-time record in December 2007

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Citizen Security and Road Safety

The Ombudsman presents various recommendations to improve the operation of National Identity Card Offices

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Alien Affairs and Immigration

The Ombudsman recommends the drafting of a protocol for the family reinstatement of unaccompanied foreign minors

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Educational Administration

Legislative reforms in the area of education continue in 2007

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Health Care

The Ombudsman initiates an enquiry with respect to persons afflicted by rare diseases

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Social Affairs

The problems involved in enforcement of the Law on Dependence: ex officio enquiry

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Taxation And Duties

The Tax Department provides improved efficiency and higher quality of service to citizens

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Economic Activity

Administrative supervision of financial services and products represents a constant cause for concern at the Ombudsman's Office

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Environment

The protection of the natural environment and classified activities have been a major focal point of the Ombudsman's actions throughout 2007

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Housing and Urban Planning

The Land and Urban Planning Law will govern urban and environmental issues for sustainable development

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Civil Servants

Important legislation passed, such as the Basic Statute of Public Employment, incorporating recommendations by the Ombudsman

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Other Affairs

Protection of adolescents and small children regarding broadcast and print media

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Implementation of measures to improve hearing-impaired access to audiovisual communications and special reference to subtitling of programs

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Conclusions

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Institutional relations

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